



Job Description

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Job Title Key Account Officer - Bulk Consumer (North)	Job Location Arusha	Category -
Job Type Full Time	Job level Intermediate	Industry Oil & Gas
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Oil & Gas: 3 Years
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

To maintain and develop existing customer relationships and to identify and win new business through customer visits. The aim is to grow our business by increasing volume with a profit margin in line with group policies and business plans.

Responsibilities

- Increase customer portfolio.
- Ensure customers operate within their area of demarcation.
- Deliver sales target as per agreed objective set.
- Entrepreneurial and business-oriented mindset.
- Supervise resellers and ensure their compliance with contractual obligations.
- Ensuring there is growth in the cylinder distribution network.
- Conduct regular customer visits and offer training to distributors, resellers, customers on safe handling and usage of LPG.
- Follow up on cylinder weight and quality of our products to the market.
- Inspects customer sites/LPG network Installation and warehouse to ensure compliance with both Government institutions and company legal standards.
- Manage customer HSSEQ Compliance
- Monitor and enforce compliance with company standards and brand image.
- Monitor competition activities in the market and provide feedback to the Head of Sales to facilitate informed appropriate action and decision.
- Ensure proper customer service and immediate response to customer complaints.
- Follow up on customer orders and ensure timely delivery of the products.
- Ensure to have proper delivery plan-Route plan to suffice all customers.
- Ensure enough stocks of filled LPG cylinders and accessories are maintained at all depots, distributors and resellers, and retail outlets always.
- Always ensure enough stock available for all Bulk consumers
- Ensure that the credit facilities granted to the customers are managed according to the Company Credit Policy.
- Ensure to share weekly report of all activities done in your region.
- Report ongoing issues and trends to management for resolution.
- Be proactive and advise management on how to improve the services.
- Always adhere to company vehicle policy to ensure your safety and protect company property.

Other responsibilities

- Being proactive and innovative, you are expected to be highly reliable, to search for excellence, to respect good governance and HSSEQ principles across the company and consider the company's reputation at all times in particular respecting the OESA Code of Conduct.
- You are responsible for your personal results, and do not hesitate to display a proactive and creative attitude with a particular commitment to teamwork.

Education & Qualifications

- Bachelors' Degree in Engineering or any related field
- 2 - 3 years of experience in a similar role
- Experience in the Oil and Gas Industry is an added advantage.
- Valid Driving License
- High level of integrity
- Good Communication skills; with staff and customers at all levels of the business
- Analytical skills: an organized and methodical thinker.
- Able to assimilate data and present it in a comprehensive way to different audiences.
- Able to analyse and understand the marketplaces to gain a thorough understanding of customer needs and company strengths.

Driving Licence

Not Required

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